



Captioned Telephone Services

A Publication Of The Missouri Public Service Commission

This state-of-the-art technology enhances telecommunications service for people who are hard-of-hearing and is a part of Relay Missouri. The Missouri Public Service Commission has approved the use of Voice Carry Over (VCO) technology through the use of a CapTel™ captioned telephone. Missouri was one of the first states to use this technology. Individuals who have a hearing loss severe enough to prevent them from being able to communicate effectively over the telephone, but can speak clearly, will be able to benefit from this technology.

The Technology

◆ **Captioned Telephone Voice Carry Over (VCO)** technology using a Captioned Telephone -- or CapTel™ -- involves a relay operator and voice recognition software to translate an operator's spoken word to text.

◆ **The captions are provided "live"** and are displayed on the telephone's built-in screen so the user can read the words while listening to the other party.

About RELAY MISSOURI

◆ **The CapTel™ phone is part of the Relay Missouri service network.** The Public Service Commission oversees the administration of Relay Missouri, which was enacted through a 1990 Missouri law.

◆ **Relay Missouri** is a telecommunications relay service, providing full telephone accessibility to people who are deaf, hard-of-hearing or speech disabled.

You May be Eligible for Adaptive Equipment

The Missouri Assistive Technology Council is responsible for distribution of CapTel™ phonesets and other types of adaptive telephone equipment needed by Missourians with disabilities. To be eligible for the equipment, a person:

- ◆ Must be a Missouri resident and have telephone service in their home;
- ◆ Must have a certified disability that prevents them from accessing or effectively using basic telephone services with standard telephone equipment. In addition, certain income limits may apply.

For more information, call the Missouri Assistive Technology Council at (800) 647-8557 (voice) or (800) 647-8558 (TTY); or at <http://www.dolir.missouri.gov/matp/Tapfortele.htm>

To learn more about Relay Missouri, call 711 or 1-800-676-3777.

For More Information

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**